

CLEAN VERSION:

22. (Amended) A method for controlling voice or data or both types of communications for use with a communication facility including remote terminals for individual callers, wherein the remote terminals include a digital input device for providing digital responsive signals, the method comprising the steps of:

receiving caller number identification signals indicative of at least a portion of a caller's number from the communication facility;

cuing select ones of the remote terminals to prompt selective actuation by an individual caller of the digital input device to provide responsive signals;

selectively identifying the responsive signals from the select ones of the remote terminals as digital data signals, or digital control signals, wherein certain of the responsive signals can serve as digital data signals, digital control signals, or both, the responsive signals including signals indicative of a customer identification number for the individual caller that may be utilized to access a file for the individual caller;

testing at least a portion of the customer identification number for approval; recording the caller number identification signals from the communication facility as additional data for the individual caller; and

transferring a call from the individual caller to an attended terminal and displaying at least a portion of data stored in the file to an operator at the attended terminal under control of the responsive signals indicative of the customer identification number and displaying at least a portion of the customer identification number at the attended terminal wherein the operator at the attended terminal is capable of entering data to facilitate completion of the call from the individual caller.

52. (Amended) A method for controlling voice-data communications with a system operating a format for use with a communication facility including remote terminals for use by certain individual callers, wherein the remote terminals include a digital input device for providing digital responsive signals, the method comprising the steps of:

interfacing the certain individual callers with an interface unit of the system operating the format;

prompting the individual callers via a voice generator to provide responsive signals representative of identification data via the digital input device of the remote terminals;

receiving from the individual callers responsive signals representative of caller identification data;

comparing the caller identification data received against a file on the individual callers to determine if the caller identification data received is already of record;

utilizing the caller identification data received to access the file to locate other data associated with the caller identification data; transferring at least certain of the individual callers to an attended terminal; and

displaying at the attended terminal at least a portion of the other data associated with the caller identification data and at least a portion of the caller identification data.

80. (Amended) A method for controlling voice-data communications for use with a communication facility including remote terminals for individual callers from a pool of

individual callers, wherein the remote terminals include a digit input device for providing responsive signals, the method comprising the steps of:

cuing via a voice generator select ones of the remote terminals to prompt selective actuation by certain callers from the pool of individual callers of the digit input device to provide responsive signals:

receiving responsive signals from the individual callers including caller credit card number data and caller expiration date data entered via the digit input device;

testing the caller credit card number data and the caller expiration date data for approval;

receiving at least certain of caller number identification signals as identification signals; and

transferring certain of the callers to an attended terminal and displaying at the attended terminal certain of the responsive signals [data] entered by the callers during the course of calls.

82. (Amended) A method for controlling voice-data communications with a system operating a format for use with a communication facility including remote terminals for use by certain of the plurality of individual callers, wherein the remote terminals include a digital input device for providing digital responsive signals, the method comprising the steps of:

interfacing the certain individual callers with an interface unit of the system operating the format;

prompting the individual callers to provide responsive signals via the digital input device of the remote terminals;